SUSE

# Three Reasons Why You Need a Services Partner for IT Transformation

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You need to transform your IT infrastructure to keep pace with the new digital economy. Your business depends on it because your customers are demanding the flexibility it provides. But there are barriers—barriers that include finding the right skills, having enough time and overextending your current resources. How do you get from where you are to where you want to go?

### TRANSFORMATION IS NECESSARY

We are in the midst of a digital economy fueled by the explosive growth of mobile devices, giving consumers access to anytime-anywhere goods and services. To keep up with these expectations, your business is putting pressure on your IT department, requiring you to transform your data center.

You need solutions developed with your IT transformation in mind, but that is only half of the story. The other half is the speed that you must transform in order to stay ahead of your competition. Do you have enough resources with the right skills to achieve the outcomes your business needs? Can you make the transformation journey your business needs, while still maintaining and protecting your core business?  In other words, do you need a services partner to help accelerate your journey?

Let us look at the top three reasons why you need a trusted services partner to get you and your business from where you are to where your customers are demanding you go.

# Reason #1:
# Lack of Skills

Building, training, hiring and retaining the right people with the right skills should be a top priority for all forward-thinking organizations. However, this can be a challenge when you consider that the U.S. Bureau of Labor Statistics reports there will be approximately 1.3 million occupational openings for IT professionals by 2026.[1]  Looking at that number compared to the number of computer science graduates generated every year (around 60,000 as reported by the National Center for Educational Statistics)[2] and it is easy to see why we are facing a shortage of qualified candidates.

### New technologies mean fewer resources

Not only is there a shortage of computer science graduates every year, but also technology is moving faster than the academic world can keep up. According to the 451 Group, only 16 percent of enterprises report having no IT skills shortage. That means a whopping 84 percent of enterprises recognize that they do not have the skills to go through this transformation on their own. In addition, the pool of hirable computer science graduates is shrinking.

Fortunately, choosing the right services partner means you get knowledge transfer but you also get insights into emerging technology trends. That partner also can either provide or facilitate formal training, if necessary. An expert services team can help your team bridge the skills gap by providing the resources you need for a successful IT transformation.

### Hiring skills is expensive

According to the Society for Human Resource Management's "Human Capital Benchmarking Report," the average cost to hire a new employee is $4,129, while the average time it takes to fill a given position is 42 days.[3] Couple that with the cost of a bad hire, which some companies indicate is more than $50,000. How do you know you are making the right choice?
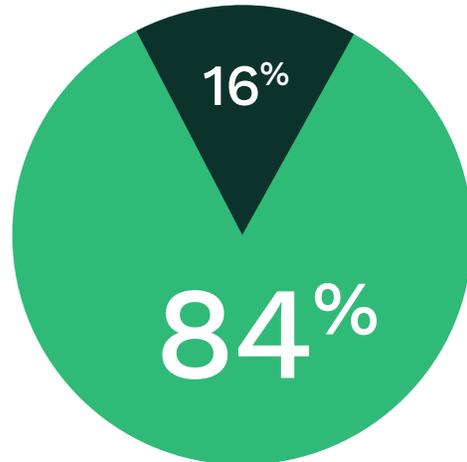


**16%**

**84%**

**Figure 1:** IT Skills Shortage

● Companies with no skills shortage
● Companies with skills shortage

> The U.S. Bureau of Labor Statistics reports there will be approximately 1.3 million occupational openings for IT professionals by 2026. Compared to the number of computer science graduates generated every year, it is easy to see why we are facing a shortage of qualified candidates.

1 Retrieved 10 September 2016 from www.bls.gov/emp/ep_ table_107.htm#1

2 Retrieved 10 September from nces.ed.gov/programs/digest/d16/ tables/dt16_322.10. asp?current=yes

3 Retrieved 10 September 2018 from www. hrm.org/hr-today/trends-and-forecasting/research-and-surveys/ Documents/2016-Human-Capital-Report.pdf

Fortunately, not all resources need to be in-house, permanent hires. Partnering with an open source software provider with a strong services arm ensures that you are bringing in the right skills for the right job.

Because every IT department is different, you should find a services partner that offers the help you need, when you need it, with a variety of flexible offerings. Ensure that these services teams are backed up by a global support and engineering team, giving you the furthest reach into all dimensions of the organization.

**Skill poaching and talent losses are inevitable**

It is no secret that skill poaching and trading is as common in the technology world as sand is in the desert. And as finding workers with

proven technology skills becomes more and more difficult, this scarcity is likely to continue to encourage poaching.

Additionally, the dichotomy of available talent to available positions means that certified open source developers are in great demand. These employees see the marked jump in their market values and might choose to seek out "digital-native" brands or higher wages.

You need help to bridge the gap with a trusted services partner that offers a wide range of solutions to improve your ability to deploy and operate complex infrastructures without the need for costly staff increases.

| | n | 25th Percentile | Median | 75th Percentile | Average |
|---|---|---|---|---|---|
| Time-to-fill | 1,192 | 20 days | 30 days | 47 days | 42 days |
| Cost-per-hire | 864 | $500 | $2,000 | $4,500 | $4,129 |
| Average employee tenure | 1,407 | 4 years | 7 years | 11 years | 8 years |
| Annual overall turnover rate | 1,159 | 6% | 15% | 15% | 19% |
| Annual voluntary turnover rate | 934 | 3% | 9% | 16% | 12% |
| Annual involuntary turnover rate | 912 | 1% | 3% | 8% | 8% |

**Figure 2:** Employment Data

*Source: Society for Human Resource Management's Human Capital Benchmarking Report*

# Reason #2:
# Lack of Resources

Just because you want to start your IT transformation, does not mean you can stop paying attention to your business-critical, day-to-day operations. Maintaining your existing operations while integrating new technology is crucial.

Whether it is maintaining uptime, increasing security or improving quality, your team is already stretched to the limit. So how do you tackle your IT transformation when:

# 60%
# no change

A recent 451 Research Group survey shows that more than 60 percent of IT technical team structures will not be changing.

A Gartner study shows that in small and medium-sized businesses, the predominant position is 'no change' in IT staff levels.

Working with a trusted services provider means IT resources are always covered and can accelerate your company's journey to simplifying and modernizing your infrastructure while you stay focused on day-to-day operations.

> **Modernizing the data center with cloud, software-defined infrastructure (SDI) and application delivery solutions enables customers to meet the changing demands of the digital economy.**

**Integrating open source, software-defined infrastructure and new application delivery approaches with the existing environment is vital for your digital economy**

Modernizing the data center with cloud, software-defined infrastructure (SDI) and application delivery solutions enables customers to meet the changing demands of the digital economy. Company leaders are looking toward open source technologies to get their company from where it is to where they want to go. Open source inherently provides a number of benefits to enterprises in the form of flexibility, scalability and upgradeability not found in propriety software.

Partnering with an open source provider with a services arm helps customers to transform their IT infrastructure so they can reduce costs, compete and meet business needs more efficiently, reduce complexity and become more agile.

**Minimizing business disruption to business-critical operations is crucial**

Having a software-defined infrastructure in place also helps minimize downtime and deliver continuity, predictability and reliability—leading to the IT transformation your business needs. Even so, as mentioned, the barriers to getting there include finding and retaining talent. And with Linux expertise being the most in-demand skill for many organizations that talent will be costly.

Developing a relationship with a trusted expert that has the skills you need, when you need them, makes business sense. Imagine being able to contact a technical expert who knows your environment and your team 24x7x365 and get a guaranteed 15-minute response time. That means security for you and for your business.

# Reason #3:
# The Cost of DIY IT Transformation

The cost of a "do it yourself" IT transformation can run the gamut of simply lagging behind your competition, to a stalled IT project, to the dreaded shelfware.

### Lagging behind your competition can make or break you

Today, organizations face increasing pressure to become more agile and economically efficient to grow, compete and survive. Organizations must leverage digital assets, information and an explosion of new infrastructure software innovation to fuel and enable its digital transformation.

These emerging infrastructure technologies, which are built on open source, create new levels of freedom and flexibility. As companies embrace this freedom and flexibility, they demand open source solutions that are reliable, secure and enterprise-ready.

And because nothing changes faster than software, you need a dedicated relationship with a services partner that will provide insights into emerging technology and trends and help you keep an edge over your competitors.

### Having a trusted resource you can call on can save you time and money

What are some of the most dreaded phrases in any business? "Production down?" Or perhaps, "Critical incident?" Whatever words your company uses for outages and/or downtime, no one wants to lose time or money over hiccups in technology or tracking down the right resources to troubleshoot and fix the issue.

A recent article published by IT On Demand indicated that the average cost of network downtime is around $5,600 per minute. That is around $300,000 per hour.[4]

In addition to the monetary costs, IT downtime can affect business productivity. For every interruption, it takes an average of 23 minutes to refocus on your prior task—not to mention costs incurred while fixing the issue, such as repair services, replacement parts and lost data recovery.

You need a partner that will be there when a problem arises, helping you to resolve it quickly. Your partner should also provide the latest security patches and critical fixes proactively, with minimum interruption. Because every business is different, being able to choose from a "menu" of flexible service offerings will provide your business with the right amount of service to meet your business demands.

### Relying on shelfware, rather than a trusted partner, can cost you

A report by software license optimization vendor, Flexera Software, stated that 93 percent of the organizations it surveyed are wasting money on unused or underused application software, or "shelfware." Additionally, 75 percent of respondents were out of compliance with their software contracts, while 20 percent reported that software audit costs topped $1 million last year.

IT organizations are required to be more agile than ever. Rapid evolution causes uncertainty and turmoil. Being locked into a restrictive path or vendor relationship is no longer a viable choice. The customer reality going forward is managing mixed IT environments, as opposed to "ripping and replacing" as they grapple with the blistering pace of change. This protects past IT investments that customers have made as they use legacy infrastructure alongside new solutions.

Businesses worldwide must fuel growth and gain competitive advantage by transforming their IT infrastructure. These organizations represent a wide range of industries with demanding IT environments. It is the needs of current and future customers that drive the direction of innovation.

Partnering with an open source services team means always having access to the latest skills. Skills that enable you to manage complexity, reduce cost and deliver business-critical services that power innovation and digital transformation.

4 Retrieved 10 September 2018 from www. itondemand. com/2018/05/29/costs-of-downtime/

# SUSE
# Global Services

SUSE Global Services provides flexible consulting, delivery and premium support services options that maximize our customers' value from their SUSE solution investments. We are your one-stop shop in transforming and supporting your infrastructure, providing flexible packaged fixed-cost services that map to every phase of your transformation journey. Our consultants, architects and engineers work together to build long and trusted relationships, keeping our customers' success and business outcomes as the priority.

SUSE Global Services delivers direct access to technical and product experts with whom you can build a trusted relationship. As trusted advisors, our services team helps your organization discover open source solutions, design implementation plans to accelerate deployment, deploy selected software solutions to accelerate ROI and optimize the solutions to meet your changing business needs. Because we know that no two customers are the same, SUSE offers a variety of services to provide exactly the right services offerings at the right phase of your transformation project.

The SUSE Global Services team is dedicated to your success. Made up of IT consultants, premium engineers and service delivery managers with deep product and technical experience, our services team helps you:

**Reach your desired business outcomes**
by evaluating your existing processes and infrastructure to develop a structured approach and provide a roadmap for implementation.

**Solve complex challenges with the right business solutions**
by leveraging our broad knowledge of best practices and technical expertise.

**Minimize downtime, maintain security and avoid business disruption**
by providing proactive maintenance and dedicated support relationships.

**Address any skills gaps**
by ensuring knowledge transfer and/or facilitating formal training through our ecosystem of training partners.

**Stay ahead of your competition**
by providing insight into emerging technologies and trends.

# Thank You